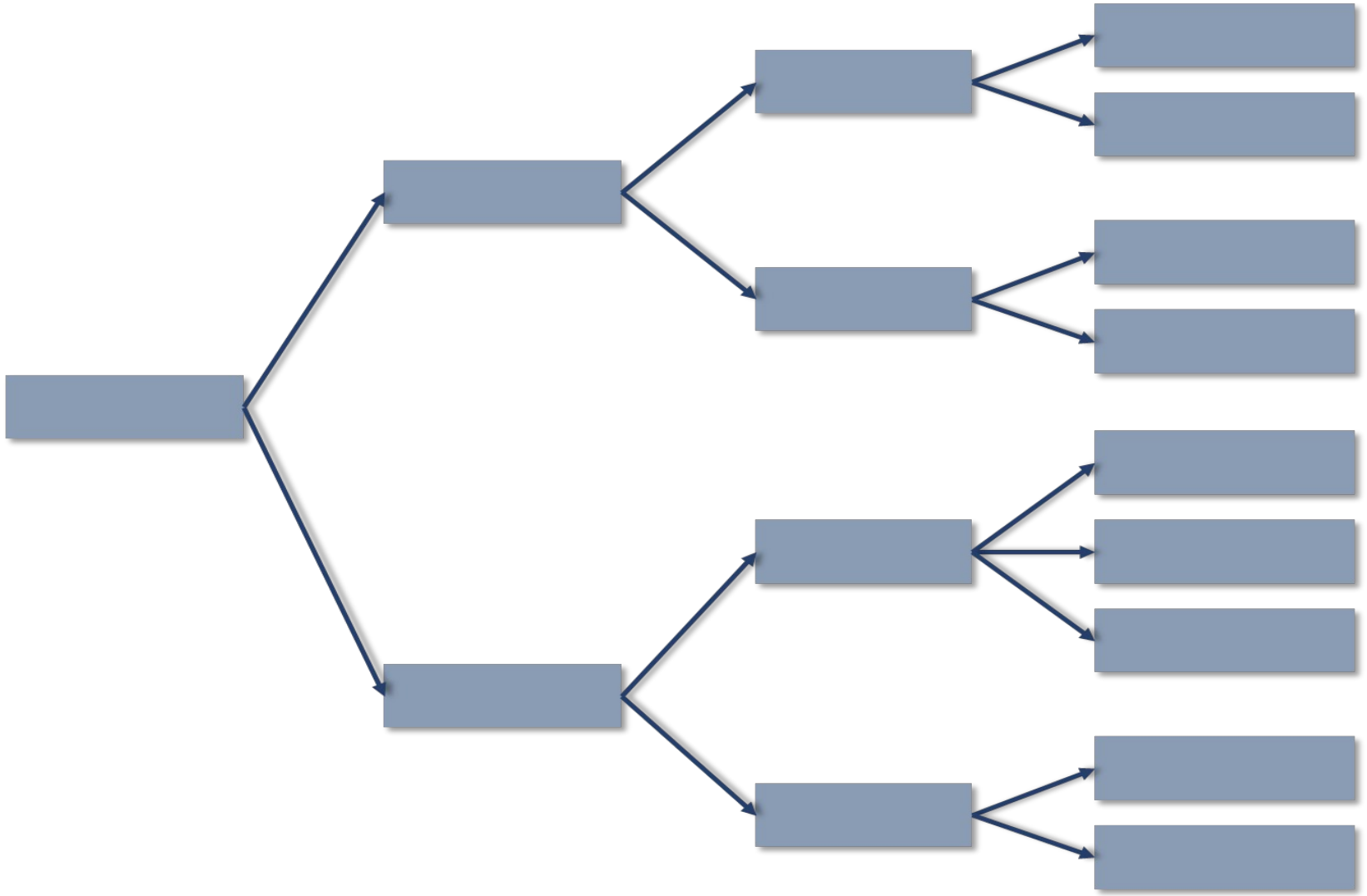Annexe : Diagramme des attentes du consommateur